

# Virtual Communication and Enrollment

## How to provide effective Communication and Enrollment with employees working remotely



Although we are experiencing unprecedented concern regarding the recent outbreak of Covid-19, Benefit Communication and Enrollment needs are at an all time high. With traditional methods of on site educational meetings not an option for many employers, know that HRO Partners are here to assist with any of your non traditional enrollment and educational needs.

## Call Center & Co-Browsing



When evaluating the need to incorporate a Call Center for either enrollment or communication needs, make sure your partners are following all of the required HIPAA related protocols. This would include but not limited to: Recorded calls, SOC1/SOC2 compliance, Quality/Timely Reporting

Co-Browsing is a powerful tool to assist with walking employees through enrollment by sharing a screen.

## Communication Strategy



A high level communication strategy is extremely important when getting the message out to employees.

HRO can assist with communication materials as well as providing resources for employees to reach out with their questions regarding Employee Benefits or other HR related concerns.

HRO Partners

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